



MEDFORD TRANSPORTATION NEEDS SURVEY FOR SENIOR RESIDENTS AND RESIDENTS WITH DISABILITIES

Thank you for taking the time to participate in this survey. The City of Medford is seeking input from our senior residents and residents with disabilities to better understand their transportation needs.

1. What modes of transportation do you typically use? (Select all that apply)

- Personal vehicle
- Family/friends' vehicles
- Door-to-door transportation services such as S.C.M. Community Transportation or Magan Transport
- Bus or train
- The RIDE
- Uber/Lyft
- Bicycle
- Walking
- Other: _____

2. Are you able to drive independently without assistance?

- Yes
- No

3. For trips that you make, do you need accommodation for a disability? (Select all that apply)

- Yes, I need a wheelchair accessible vehicle
- Yes, I need to have a companion ride with me
- Yes, I need to have a service animal ride with me
- No, I don't need any accommodation
- Other: _____

4. What types of trips do you need transportation services for? (Select all that apply)

- Shopping, grocery store, bank
- Medical/dental appointments
- Social outings (friend or relative's home, restaurant, golf, etc.)
- Religious services
- School
- Work
- Other: _____

5. During the past 3 months, which of the following factors prevented you from taking trips outside your home? (Select all that apply)

- Unable to drive/Don't feel comfortable driving
- Do not have a reliable vehicle
- Cannot afford gas, parking, or insurance
- Cannot afford taxi/private transportation
- Do not have someone to drive me
- Do not have bus services in my area
- Do not feel safe using transportation services
- Not comfortable using technology to arrange transportation with services such as Uber/Lyft
- Do not know who to call for help
- I was not prevented from taking trips outside my home
- Other: _____

6. Over the past 3 months, how much did you rely on others for transportation?

- For all of my trips
- For most of my trips
- For about half of my trips
- For some of my trips
- For none of my trips

7. Which of the following statements about Medford's local transportation services are true for you? (Select all that apply)

- Service is not offered to destinations I want to visit
- Services do not operate at times when I need to travel
- I do not have enough information about times and routes to use them
- I feel safe using local services
- It takes too long to get to destinations
- Service is not provided near where I live
- The rides are affordable (free or inexpensive)
- The service cannot accommodate my wheelchair
- I cannot walk to the closest bus stop
- Service is reliable
- I am not aware of local public transportation services
- Services help me make trips I would not be able to make otherwise
- Other: _____

8. How far in advance are you willing to schedule your transportation?

- Same day
- One day in advance
- Two to five days in advance
- One week in advance
- Two weeks in advance
- Other: _____

9. What do you think is a reasonable fee per trip for local public transportation services?

- \$1.00
- \$2.00
- \$3.00
- No fee
- Other: _____

10. How far are you willing or able to walk as part of your trip?

- One block
- Two blocks
- Three or more blocks
- I am unable to walk any distance
- Other: _____

11. Would you be comfortable using a computer or a smartphone to schedule your rides?

- Yes
- No

12. What is your age?

- Under 60
- 60-69
- 70-79
- 80-89
- 90+

13. What area of Medford do you live in?

- West Medford
- Lawrence Estates
- North Medford/Fulton Heights
- Haines Square
- Glenwood
- Riverside
- Wellington
- Medford Square
- South Medford
- Hillside
- Other: _____

14. What is the primary language spoken in your household?

- English
- Spanish
- Haitian Creole
- Portuguese
- French
- Arabic
- Other: _____

15. Please share any other comments you have about Medford's transportation options, and any other options you would like to see offered in Medford.

Please return this completed survey to one of the drop boxes at the following locations:

- **Medford City Hall, First Floor, 85 George P. Hassett Drive**
- **Medford Senior Center, Information Desk, 101 Riverside Avenue**
- **Medford Public Library, Front Check Out Desk, 111 High Street**